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FILING DATE 11/30/2000 RULE	CLASS 712		GROUP ART UNIT 2183		ATTORNEY DOCKET NO. 50325-0504			
APPLICANTS								
Karen Ann Bradley, San Jose, CA; Christian Lemler, Fremont, CA; Amrit C. Patel, Pleasanton, CA; Ray Mein Lau, Sacramento, CA;								
** CONTINUING DATA **********************************								
** FOREIGN APPLICATIONS ************************************								
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 01/16/2001								
oreign Priority claimed yes no				сте	TOT	Λ1	 INDEPENDENT	
USC 119 (a-d) conditions at Allowance		COUNTRY	DRA	WING	CLAIMS 20		CLAIMS 4	
Acknowledged Examiner's Signature Initials								
Hickman Palermo Truong & Becker , LLP 1600 Willow Street San Jose , CA 95125-5106								
TITLE								
Time-based monitoring of service level agreements								
				All Fees				
EES: Authority has been given in Paper o to charge/credit DEPOSIT ACCOUNT o for following:			INT	☐ 1.17 Fees (Processing Ext. of time)				
			☐ 1.18 Fees (Issue)					
			Other					
		☐ Credit						
	Interview of the control of the cont	Iley, San Jose, CA; r, Fremont, CA; Pleasanton, CA; Sacramento, CA; A***********************************	RULE CLASS 712 CLASS 712 Cley, San Jose, CA; r, Fremont, CA; Pleasanton, CA; Sacramento, CA; LAIMS BENEFIT OF 60/210,236 06/07/2000 CENTIONS CATIONS CLASS 712 Cley, San Jose, CA; r, Fremont, CA; Pleasanton, CA; Color	RULE CLASS 712 GROWN 712 GROWN	ATIONS TIONS TIONS TIONS TO Met after Allowance CA Signature Monday Signature To charge/credit DEPOSIT ACCOUNT To refollowing: TIONS TO CHASS TO THE PROPERTY OF A SHEETS TO A S	TIT/30/2000 RULE CLASS 712 GROUP ART UNIT 2183 RICHARD STATE OR COUNTRY Allowance CA COUNTRY CA Allowance COUNTRY CA COUNTRY CA Allowance CA COUNTRY CA CO	State or Signature State or State or	